PRIVACY POLICY

1. GENERAL PROVISIONS

1.1. This Privacy Policy (hereinafter referred to as the “Policy”) describes the procedure carried out by “Hertz Azerbaijan” LTD, registered in Azerbaijan TIN 1700142071, address AZ 1025; Avenue November 8, 30; Baku, Azerbaijan and its affiliates and authorized representatives (hereinafter referred to as the “Company”) to collect and use personal data in connection with the use of provider services (“Carriers”) available at https://hertz.org.az (hereinafter referred to as “ Service"), including the content, purpose of use and disclosure of collected information to third parties, as well as the rights of Users in relation to such information. This Policy applies to all persons providing information in connection with the use of the Service (hereinafter referred to as the “Users”), including: users of the Service, Carriers (including any of their representatives, employees and drivers), when they use the Service. Service through the website.

1.2. The Company reserves the right, at its sole discretion, to make any changes to this Policy at any time and without any special notice in this regard. The new version of this Policy comes into force from the moment it is posted on the Site. By continuing to use the Service, the User confirms his agreement to comply with the terms of the Policy in its current version. The Company recommends that Users review the Policy frequently to ensure that the User understands the terms when using the Service. If the User does not agree with the terms of the Policy as amended by the Company, he does not have the right to use the Service.

1.3. Any time frames specified in this document are indicated in UTC+4 time zone, unless otherwise specified in the text of this Policy. The beginning and end of the calendar dates specified in this document, including those used to determine the duration of the term, are determined by the beginning and end of the corresponding day in the UTC+4 time zone.

1.4. Unless otherwise expressly stated in this Policy, any terms used herein have the meaning given to them in the Service License Agreement or Service User Agreement.

1.5. This version of the Policy comes into force on May 1, 2023 and is valid until the new version is approved.

2. COLLECTION OF INFORMATION

2.1. In the course of providing the Service, the Company receives the following information about Users. When ordering services through the website or using the Service by a passenger, information about Users may include:

• Name,

• E-mail address,

• phone number,

• information about devices used to access the Service and cookies,

• addresses and current location information,

• information about submitted requests for services,

• information about previously ordered Services,

• records of communication with support service and/or driver,

• Service ratings, comments, reviews, etc.

The service does not in any way access or process Users’ payment information (bank card details, bank account details, etc.) when booking an order.

2.1.1. Information about Users may be provided:

• filling out by Users the appropriate forms on the website,

• sending by Users of relevant data to the Company’s email,

• collection of information when using the site, including by placing orders for Services and their implementation.

2.2. As the User submits an order application, the Carrier gains access to the following information: place and time of the start and end of the Service, number of passengers for the Service, flight number (if available). When agreeing on the terms of a specific order, information about Users using the Service as passengers becomes available to the Carrier in the following amount: name (or other information that should be placed on the sign-on counter), contact phone number. The Carrier has no right to use the above passenger data for any purpose other than to fulfill the Order.

2.3. The Company may collect and process information by providing information about Users to its affiliates, subsidiaries or contractors as part of the relevant service agreements between such third parties and the Company. The company may collect and process data posted on the site both within the territory of the Republic of Azerbaijan and abroad. Regardless of where the data is processed, the Company takes the same steps to ensure its security as described in this document.

3. USE OF INFORMATION

3.1. The Company has the right to use the information provided by Users to communicate with Users, to verify stored data, ensure the execution and payment of Orders, as well as to send and post information and marketing messages by any means and in any media. .

3.2. The Company has the right to share information with its suppliers, consultants, marketing partners, research organizations and any other service providers or business partners. When transmitting information under this Agreement, the Company takes measures to treat the information in accordance with the Company's guidelines and Privacy Policy, as well as any other applicable privacy and security provisions. In particular, such third parties may include:

• Carriers (only in relation to customer data for the purposes of providing the Service);

• Passengers or persons who ordered a service through the website (in relation to data about the Carriers fulfilling their orders, including for the purpose of resolving conflict situations);

• Payment acceptance and processing operators;

• Persons checking documents (only in relation to data provided by Carriers);

• Cloud storage providers;

• Marketing partners and marketing platform providers;

• Suppliers of data analysis systems;

• Research organizations, including companies conducting surveys or research in conjunction with or on behalf of the Company;

• Providers helping the Company improve the security and protection of its applications;

• Affiliates of the Company, including subsidiaries and dependent companies;

• Consultants, lawyers, accountants, auditors and any other providers of professional advisory services;

• Partners in the field of insurance and financial services;

3.3. The Company may share data about Users if it believes that it is required to do so by applicable law, regulation, applicable contract, legal process or government request, or if such information must be disclosed to resolve conflict situations (including in relation to the completion of and/or payment for the service), ensuring the safety of Users or the Service, in the event of any claims and disputes related to the receipt of services within the Service and others from the Users.

3.4. Information about Users may be provided by the Company to third parties in connection with events such as a merger or sale of Company assets, mergers and restructurings, financing and acquisitions of businesses in whole or in part, or during negotiations of such matters.

3.5. The Company may disclose information to third parties in cases not expressly stated in this document, subject to obtaining the User's consent to disclose information relating to him.

3.6. Any transfer of data by the Company mentioned in this section includes the possibility of cross-border transfer of data. In order to fulfill an order, personal data may also be transferred through the Service to and from the Republic of Azerbaijan, including to or from third countries that cannot provide an adequate level of protection of personal data.

4. Cookie

4.1. The Company's website uses cookies. The information that the Company receives through cookies helps us provide services in the most convenient way.

By using this site, the User agrees to the placement of cookies on his device in accordance with the terms of this Agreement.

If the User does not agree to the Company's use of cookies, the User must either adjust their browser settings accordingly to control or disable cookies on their device, or do not use this website and leave it.

4.2. Information about cookies.

Cookies are small text files downloaded by the User's Internet browser onto his PC/tablet, phone or any other device used by the User to access the website.

Cookies are used to provide a personalized website experience and easy navigation through the website. They help track the most visited web pages, determine the effectiveness of advertising and web searches, and provide insight into User behavior, thereby helping to improve the communications and products offered to Users. Cookies also help the User not to lose the data entered in the request form when the site page is refreshed.

The cookies that the Company stores through the site do not contain data that allows the User to be identified.

Please note that the Company does not guarantee the correct operation of the Company’s website in the User’s browser if the User disables the ability to save cookies.

4.3. Cookies used.

The Company uses the following types of cookies: (1) Performance cookies.

These cookies collect information about the use of websites, for example, information about the pages of the site most visited by the User. They may be used by the Company to optimize websites and facilitate navigation. These cookies are also used by the Company's affiliates to identify whether a site visit has been made from the affiliate's site; the fact of using the site services. Performance cookies are not used to collect personal data from the Website User. All information collected through such cookies are intended for statistical purposes and remain anonymous. (2) Functional cookies.

These cookies help websites remember choices made by the User while browsing the website. Such cookies can also be used to remember settings such as font type and text font size, and any other adjustable website settings. Functional cookies may be used to track recommended services and Company videos to prevent recurrence. Functional cookies help the User not to lose the data entered in the request form on the website. The information provided by functional cookies does not allow identification of the User and tracking of the User's performance on websites not affiliated with the Company. (3) Advertising cookies.

These cookies record data about Users' online activities, including visits to sites and pages, as well as data about the links and advertisements that Users click to view. This is necessary to display on the sites the content most targeted to the User, as well as to ensure the possibility of providing advertising or other information that is most relevant to the interests of the User. The Company, together with third parties, including technology partners and service providers, engages in advertising targeted to the interests of Users by providing advertising and personalized content that the Company believes will be of interest to the User.

4.4. Cookie management.

Most web browsers are set to accept cookies. The user can change settings to block cookies in the browser or to receive notifications when cookies are sent to the device. There are several ways to manage cookies. Read your browser's manual to learn more about how to configure or change your browser settings.

Please be aware that some personal services cannot be provided to the User, and the User may not have full access to all sections of the site by selecting such settings.

4.5. Cookie storage period.

Some cookies are valid from the moment the User enters the site until the end of a specific browser session. These files become useless and are automatically deleted when you close your browser. These cookies are called session cookies.

Some cookies also remain on your device between browser sessions and are not deleted when you close the browser. These cookies are called persistent cookies.

4.6. Additional terms and conditions.

THE TERMS OF THIS POLICY APPLY REGARDLESS OF WHETHER THE USER OBTAINS ACCESS TO THE NETWORK AND/OR THE COMPANY WEBSITE. BY ACCESSING THE WEBSITE, THE USER AGREES TO THE TERMS AND CONDITIONS OF THE POLICY EACH TIME THE USER VISITS THE SITE FROM ANY DEVICE. ANY AMENDMENTS MADE TO THE POLICY WILL BE POSTED HERE.

This Policy may be changed and/or supplemented by the Company at its discretion without any special notice. This Policy is an open and publicly available document. The current version of the Policy is available on the Internet at https://hertz.org.az/privacy\_policy. The Company recommends that Users regularly check the terms of this Policy for changes and/or additions.

5. APPLICABLE LAW AND INTERNATIONAL OPERATIONS

5.1. Since the Service operates worldwide, Users' personal data may be processed by the Company, its partners and service providers in Azerbaijan in accordance with local laws, which may differ from the laws applicable to the User's country of residence.